



Arizona State Retirement System

3300 North Central Avenue, Phoenix, AZ 85012
WWW.AZASRS.GOV

Special Notice **Call Center hours to change**

Member Services Advisory Center

Phoenix (602) 240-2000

Tucson (520) 239-3100

Toll-free (800) 621-3778

May 31, 2007

ASRS to take calls at 7 a.m. during June

In an effort to enhance customer service, the ASRS Member Services Advisory Center is extending the hours of its call center to 7 a.m. to 5 p.m., Monday through Friday, beginning Monday, June 4.

Normal hours are 8 a.m. to 5 p.m., but by opening the phone lines an hour earlier each morning, members who find it difficult to call during regular business hours may be able to reach the ASRS before the start of their workday.

The ASRS will evaluate the call volume at the end of June and determine whether the earlier hours will become a permanent change.

The ASRS handles approximately 18,000 calls a month with a staff of 27 trained advisors.

ASRS offices, including the walk-in centers in Phoenix and Tucson, will continue to keep regular hours of 8 a.m. to 5 p.m., Monday through Friday, excluding holidays.

ASRS Member Services Advisory Center:

7 a.m. – 5 p.m.
Monday thru Friday
June 4-29

Metro Phoenix (602) 240-2000
Metro Tucson (520) 230-3100
Outside Metro areas (800) 621-3778
TTY for hearing impaired (602) 240-5333